



**Solicitation Information  
November 3, 2014**

**RFP# 7549117**

**TITLE: WIC MIS Hosting and Maintenance**

**Submission Deadline: December 4, 2014 at 10:00 AM (Eastern Time)**

**PRE-BID/ PROPOSAL CONFERENCE: No**

**MANDATORY:**

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

**DATE:**

**LOCATION:**

Questions concerning this solicitation must be received by the Division of Purchases at [david.francis@purchasing.ri.gov](mailto:david.francis@purchasing.ri.gov) no later than **November 13, 2014 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

David J. Francis  
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**Note to Applicants:**

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

## Disk Based Bidding Information

### File Format

All disk based bid files are ZIP files that you can open using the WinZip 8.1 software. The ZIP file will contain one or more files based on the type of Bid/RPF.

### Downloading the Disk Based Bid

Bids that have a file for download are marked with a "D" in the "Info" field of the bid search results. After clicking on the "solicitation number" (RFP number), find the file labeled with the RFP number ending in ".zip" (associated files), which is an active link to the WinZip file. Clicking on the active "Associated Files" link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer's temporary directory.

### Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with WinZip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as "Desktop" or "My Documents".

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## **SECTION 1: INTRODUCTION**

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is soliciting proposals from qualified firms to provide database support, centralized hosting, and maintenance of the system applications, as well as MIS functions supporting EBT readiness for the term of the contract in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by internet at [www.purchasing.ri.us](http://www.purchasing.ri.us).

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **Contract Duration**

The contract period will be for one 12 month term. The state reserves the right to extend this contract, at its option, for five (5) additional 12 - month periods based on vendor performance and the availability of funds.

HEALTH intends to enter into a contract with an approximate effective period of February 1, 2015.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.

4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).

The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov)

**Definitions:**

<b>Clinic</b>	Subunit of a Local Agency, which is a WIC Service site
<b>Contractor</b>	Upgrade/implementation Contractor
<b>DOA</b>	Department of Administration
<b>EBT</b>	Electronic Benefits Transfer (EBT)
<b>EBT Ready</b>	Refers to the full range of capability of a State's WIC IS to issue benefits to an Electronic Benefit Account (EBA) for one or more individuals.
<b>FMNP</b>	Farmers Market Nutritional Program
<b>FNS</b>	Food and Nutrition Service, the agency under which Federal WIC activities are administered.
<b>Health</b>	State of Rhode Island and Providence Plantations
<b>Local Agency</b>	Unit, which administers WIC program under contract with Health
<b>MIS</b>	Management Information System
<b>Offeror</b>	The firm submitting a proposal in response to this RFP
<b>Office</b>	Office of Women, Infants, and Children (WIC Program)
<b>RFP</b>	Request for Proposal
<b>SA</b>	WIC State Agency / Health
<b>USDA</b>	United States Department of Agriculture
<b>Vendor</b>	Grocery or pharmacy under contract with Health to provide WIC food benefits To participants in exchange for WIC checks
<b>WIC</b>	Special Supplemental Nutrition Program for Women, Infants and Children

## **SECTION 2: BACKGROUND**

WIC is funded by the United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) through annual appropriations from Congress. WIC is the third largest Federal Nutrition assistance program, trailing only the Food Stamp and the National School Lunch Programs. The Mission of the WIC program is to provide nutrition education, breastfeeding promotion and support, supplemental foods, access to health care and immunization screening to pregnant, breastfeeding and non-breastfeeding postpartum women, infants and children up to five (5) years of age during critical times of growth and development. And who are certified by a health professional to be nutritionally and/or medically at-risk and with a household income of 185% of the income poverty guidelines or less.

HEALTH (Division of Community, Family Health and Equity) delivers WIC services at the local level by contracting with 11 local agencies, non-profit community organizations, Community Health Centers and Hospitals. The local agencies operate approximately twenty-six (26) sites statewide. The Rhode Island WIC program currently serves 23,000 clients per month, issuing 1.5 million checks a year (worth \$14 million).

Approximately 250 authorized WIC vendors (retail grocers, pharmacies) provide food and formula to WIC participants in exchange for WIC checks. Authorized pharmacies only provide special infants formulas that cannot be purchased at retail grocers.

The Farmer's Market Nutrition Program (FMNP) provides WIC recipients with three \$5.00 checks generally at the onset of the growing season that allows the recipient to purchase locally grown fresh fruits and vegetables at local farmers' markets. WIC authorizes approximately 79 farmers and 35 Farmers' Markets to sell fresh fruits and vegetables to targeted WIC participants.

The Rhode Island WIC Program is soliciting proposals to provide professional and technical services for database support, centralized hosting, maintenance and enhancements to meet USDA regulations. The system provides all required applications for program operation (local agency, vendor management, farmer's market, financial and reporting requirements) as well as interacting with the banking contractor and interfacing with RI's immunization database. Rhode Island is in the implementation stage of moving to an electronic benefit transfer system that will be including MIS function supporting EBT Readiness functionality.

### **WIC Access:**

The Rhode Island WIC System consists of software written for a web-enabled system that hosts applications for local WIC Service Sites and the State WIC Office. The Service Site software allows the user to search and view all participant data, document provision of WIC services, and produce food instruments for the participant on demand.

The information collected from participants is in real-time data residing in the SA server that resides at the current contractor's facility. Food instrument issuance information is transmitted to the contracted banking agent nightly and redemption information is collected for nightly reconciliation. The following is a brief description of the two areas that comprise the Rhode Island WIC system.

### **RIWEBS:**

RIWEBS meets the functional requirements for a model WIC system (FReD) that is required by USDA. This document can be found at [www.fns.usda.gov/apd/wic-FReD](http://www.fns.usda.gov/apd/wic-FReD). The components of RIWEBS include administrative, vendor, certification, check printing and state office functions.

### **Central Processing Site Processes:**

The central processing site process encompasses all processes that occur at the contractor's facilities. The central processing site purpose is to collect, maintain, summarize and report on WIC data as well as to ensure data integrity. The central database server is housed at the contractor's facilities and all processes utilized to disseminate information from the central server to local agencies and State WIC office.

The central database server is currently at the previous successful bidder facilities in Lenexa, KS. All processes are utilized to disseminate information from the central server to the local agencies; key processes involved are the daily transmission of data to and from all parties involved, generation of management reports based on information compiled from the local agencies and the synchronization of databases at the local agency and state level.

### **Equipment:**

This contract will require the successful bidder to utilize a web-enabled database system. The successful bidder must obtain and maintain access to the Internet in order to provide continuous services to the Rhode Island WIC System throughout the term of the contract. The Rhode Island Department of Health has purchased the required hardware to support the system. The database server is currently housed at the contractor's facilities in Lenexa, KS. The existing hardware will be moved to the winning bidder's facility. The expense for moving the equipment will be paid by the State of Rhode Island.



Existing hardware at the hosting site (Lenexa, KS.) includes:

**Host Site**

<b><u>Server</u></b>	<b><u>Configuration</u></b>	<b><u>Software</u></b>
<b>One</b> - End Of Day Server	Single Xeon Dual Core, 4 GB RAM, 2 X 146 GB HDD (Mirror)	Windows 2003 Standard Edition
<b>Two</b> - Citrix Server Application	Single Xeon Dual Core, 8 GB RAM, 2 X 146 GB HDD (Mirror)	Windows 2003 Standard Edition
<b>One</b> - Database Server	Dual, Dual Core, 8 GB RAM, 3X 300 GB HDD (RAID 5)	Windows 2003 Standard Edition
<b>One</b> - ESX Server (will host Citrix, E- Pad and UAT Server)	Dual, Dual Core, 16 GB RAM, 3X 300 GB HDD (RAID 5)	ESX 3.5 Standard Edition Windows 2003 Standard Edition

Existing hardware at the local WIC sites in Rhode Island:

**Local WIC Site Equipment**

<b><u>Dell 760 Computer</u></b>	<b><u>Dell 780 Computer</u></b>	<b><u>Dell 790 Computer</u></b>
<b><u>Base Unit:</u></b> OptiPlex 760 Small Form Factor Base, Standard PSU	<b><u>Base Unit:</u></b> OptiPlex 780 Small Form Factor Base, Standard PSU	<b><u>Base Unit:</u></b> OptiPlex 790 Small Form Factor Base, Standard PSU
<b><u>Processor:</u></b> Core 2 Duo E- 7300/2.66 GHz 3M 1066  <b><u>Memory:</u></b> 2 GB, Non ECC, 800 MHz	<b><u>Processor:</u></b> Core 2 Duo E-8400 with VT/3.0GHz,6M, 1333FBS  <b><u>Memory:</u></b> 4 GB, ECC,1333MHz	<b><u>Processor:</u></b> Intel 2nd Gen Core i5 2 i5-2400 processor (3.1GHz,6M)  <b><u>Memory:</u></b> 4 GB, DDR3,Non-ECC, 1333 MHz Dual Channel SDRAM, 2X2GB

<b><u>Dell 760 Computer</u></b>	<b><u>Dell 780 Computer</u></b>	<b><u>Dell 790 Computer</u></b>
DDR 2, 2x1GB OptiPlex (311-7374)  <b><u>Video Card:</u></b> 256MB ATI Radeon HD 3450 Graphic dual DVI/VGA	DDR 3, 2x2GB, Dell OptiPlex 580  <b><u>Video Card:</u></b> Integrated Video, GMA 4500, Dell OptiPlex 760,960	DDR 3, 2x2GB, Dell OptiPlex 580  <b><u>Video Card:</u></b> Integrated Video, Intel HD Graphics 2000,(IDP & IVGA)
<b><u>Hard Drive:</u></b> 160 GB SATA 3.0Gb/s and 8MB Data Burst Cache	<b><u>Hard Drive:</u></b> 250 GB SATA 3.0Gb/s and 8MB Data Burst Cache	<b><u>Hard Drive:</u></b> 250 GB 7,200 RPM 3.5 SATA 6.0Gb/s Hard Drive with 8M8 Cache

<b><u>E - Pad</u></b> E - Pad Ink, USB with integrisign (VP – 9805)	<b><u>Printer</u></b> Source Technologies (9630) Secure MICR 40,ppm Laser Printer	<b><u>Printer</u></b> HP Laser Jet P-3015n (Document printer)
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### **System Implementation:**

This section describes the actual physical implementation of RIWEBS.

#### **Platform**

The State Office application currently runs on a Citrix presentation server, which will access a database stored on a database server. The Citrix presentation server is a Microsoft Windows 2003 server. The client machines run Microsoft Windows 7 and Microsoft Windows XP that have a client Citrix connection to the Citrix presentation server.

#### **Application**

Application - The application is written in Microsoft Visual Basic 6.0 for 32-bit Windows environments. The Visual basic environment is used to develop a graphical user interface (GUI) application according to the Windows look and feel.

## **Database**

The application uses Oracle 10G server database for storage of data, Oracle provides high-performance, scalable access to data through a variety of interfaces. RIWEBS uses the industry standard ODBC interface provided by the Microsoft operating system and the ODBC 32-bit driver for Oracle. This database will run on a Windows 2003 platform. Data may be stored in Oracle tables as one of the following data types:

- CHAR (size) - Fixed length character data of length size. Maximum size is 255 bytes. Default size is 1 bytes
- VARCHAR2 (size) - Variable length character data Maximum size is 2000 bytes
- FLOAT (p) - A floating-point number with binary precision p. FLOAT with no precision is the same as FLOAT (126).
- NUMBER (p, s) - Variable length numeric data. The precision p (total number of digits) can range from 1 to 38. The scale is s (number of decimal places) and can range from -84 to 127.
- LONG- Variable length character data up to  $2^{31} - 1$ , or 2 gigabytes - 1 byte.
- RAW (size) Variable length raw binary data. A maximum size must be specified, up to 255.
- LONG RAW - Variable length raw binary data up to  $2^{31} - 1$ , or 2 gigabytes - 1 byte.
- ROWID - Binary data representing row addresses.
- MLSLABEL - Variable length tag (2-5 bytes) that maps to a binary operating system label. For use with Trusted Oracle.
- DATE - Fixed length date and time data, ranging from January 1, 4712 BC to December 31, 4712 AD. Default format is the value of the NLS\_DATE\_FORMAT or ALTER SESSION parameter.

### **GENERAL PURPOSE:**

The State of Rhode Island will contract for centralized hosting (Database & Application Servers) maintenance and update support service to assure maximum access and trouble free operations over a statewide network web-enabled system. The Rhode Island WIC Program is requesting proposals for centralized hosting (Database & Application Servers), maintenance and update support service for its Rhode Island System.

The purpose of this RFP is to request services to provide maintenance and support of database servers, operating and hosting software, connectivity service required to ensure the efficiency and effectiveness of the production database and changes to the system to meet both federal and state requirements. The successful bidder will be expected to host the Rhode Island WIC system that includes but not limited to: The successful bidder will execute the operation, maintenance, and support of all hardware, system-operating software, updates to meet federal and state requirements and connectivity services for additional equipment to support the required levels of services for the Rhode Island WIC Program. The successful bidder will maintain Citrix administration responsibilities for all clinic and state office staff. This includes a 24-hour turn around time for adding, updating, and deleting user accounts. Changes to accounts can be a result of new staff being hired, changing of responsibilities and permissions for existing staff, or resignation of an existing staff member.

The contractor will monitor the operations of the hosting environment, performing maintenance routinely to minimize system downtime. Should problematic situations occur, the Rhode Island WIC office staff would be notified within one hour with details of the situation, including specifics of what occurred, and the action being taken to resolve the issue, and the estimated amount of system downtime.

**State Agency Requirements:**

Rhode Island WIC will provide all hardware, software and internet connection to all of the local and state WIC sites.

**Contractor Responsibilities:**

The successful bidder will be responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables and services required under this contract.

The selected bidder shall:

- Commit sufficient staff time to implement the system according to the requirements below and to meet all operating requirements. The response must list all positions necessary to develop and implement the system, including an estimate of the time required for key personnel.

The point of contact for the SA must be a technically qualified project manager with over five years experience in systems project management, have a working knowledge of the WIC system, and experience in managing staff who meet the qualifications detailed in the RFP.

The bidder must provide qualified staff for required maintenance with skills set appropriate for the continued maintenance of WIC Database Servers. Programming, database and maintenance skill should include but not be limited to expertise in Oracle Database Administration, Visual Basic/C and C++ programming, AS/400 Operations Support, and Programming, Windows 2000/NT Server Operations and Support.

The selected bidder's project manager has primary responsibility for the quality of a project's deliverables and its successful completion. To succeed the project manager must work closely with the state's project manager to ensure that adequate resources are applied. The project manager also has responsibility for planning and ensuring that project deliverables (including recurring production of daily and monthly reports and other items) are successfully completed on time and within budget. A specific project manager and proposed staff must be assigned and resumes are required with the bid proposal. The Rhode Island Department of Health must be notified of and approve changes to key project personnel as deemed applicable.

## **SECTION 3: SCOPE OF WORK**

### **General Scope of Work**

This section summarizes the State's requirements for the hosting operations, maintenance /database, updating and changing system functions required by state and federal requirements and system application support for the Rhode Island WIC Program. The bidder selected by the state must supply at a minimum: operational support for the WIC central processing site (state office), general maintenance of the WIC system; modifications to the WIC software; and support for addressing hardware issues; system application software enhancements.

Upcoming enhancements include: Electronic Vendor Application, new food package rules, including new food product and price changes, any revisions to risks assessments as changes occur and banking processes around ACH.

#### **1. General Functions**

- Must implement project policies and procedures.
- Must acquire and provide the resources needed to achieve the Service Level Guarantees established in the contract with the State.
- Must maintain staff technical proficiency and productivity and provide training where required.
- Must establish and maintain quality in the project.
- Must identify and procure tools to be used on the project.

#### **2. Implementation Planning**

- Must develop detailed project plan, tailoring methodology to reflect project's needs. The State has assumed that if the RFP results in the selection of a contractor different than the current contractor, at the conclusion of the contract performance period, the incumbent contractor will be required to deliver all documentation, source codes, forms or other materials, as well as any participant or program data used in the performance of this contract, that the incoming contractor will require up to three months of transition to take over operations and maintenance.
- Must ensure that management, users, affected state organizations and contractors commit to project.

#### **3. Implementation Project Start-Up**

- Must finalize project baseline plan.
- Must ensure that project plan is updated and approved as needed.
- Must finalize project quality plans.
- Must provide a plan for monitoring the Service Level Agreement between the contractor and the State and delivering in accordance with it.

#### **4. Continued Maintenance and Operations**

- Must maintain the operations and maintenance plan on an up-to-date basis.
- Must assign resources to operations and maintenance sufficient to achieve the standards inherent in the WIC service level agreement.
- Must regularly review operations and maintenance procedures and suggest and/or implement improvements as necessary.
- The successful bidder must perform any needed system maintenance on regular scheduled basis ...emergency maintenance, i.e., security fixes must be handled in a timely manner.
- The successful bidder must ensure that the system functions properly to process and record any issued, voided, lost/stolen benefits that have been produced by local agencies, and ensure that redeemed benefits reported lost and /or stolen will be easily identifiable for state investigation.

#### **Performance Standards**

- The software performance, response time, and ability of the system to operate under stressed conditions and maximum load must be tested at the selected bidder's host site. This will determine the technical constraints and loads involved in applying system updates and modifications.
- The successful bidder (central host site) must have enough bandwidth to provide a network of no more than 2.5 seconds 80% of the time and no more than 5 seconds for 100% of the time. Should the response times slow, the contract must work with the State to resolve.

#### **Written Deliverables and Work Plan**

##### **Work Plan: Security and Data Privacy Plan**

The successful contractor shall prepare a security plan detailing the security provisions they intend to maintain.

1. Must include a process for ongoing security assessments and reviews.
2. Must describe processes and procedures for preventing access to data by unauthorized persons.
3. Must describe in detail data encryption standards and public key/private key access controls.

##### **Disaster Recovery Plan**

- The successful bidder must provide detailed recovery procedures for all anticipated types of disasters. Disasters described should include, but are not limited to:
  - System failures at the local WIC agency site
  - System failures at the successful Contractor's level
  - Natural disasters
  - Theft
  - Hardware or data vandalism
  - Internet attacks

## **Quality Assurance**

The successful bidder must undertake and direct testing activities described herein, prior to implementing any system changes (i.e., enhancements and modifications). The contractor must provide confirmation that all hardware and software transferred from the prior contractor is working in accordance with the manufacturer's specifications, and confirmation that all functional objectives specified have been achieved. The State expects that the successful bidder must deliver a fully functional test environment. The test environment includes hardware and all associated software.

The successful bidder must develop a test plan for any system change that details the activities; dependency risks, contingencies, assumptions, and resources required to fully test the change. The test plan must include creation of a project plan with test schedule, approach, and a statement of required and assigned resources with associated roles and responsibilities. Testing must cover all functionality of the State WIC system, database integrity testing, including testing of converted data and all associated codes and parameter files. Identification of testing tools that will be used and their purpose, and a method to track and manage test issues must also be included. The plan must cover all test stages including:

- **Unit Testing** - Unit testing is completely the successful bidder's responsibility. The successful bidder must ensure that the product within its control is functional and meets or exceeds test specifications.
- **Integration Testing** - must ensure that all components including software and hardware work together.
- **System Testing** - Functional testing to ensure that all components of the WIC system, including system interfaces, work together.
- **Regression Testing** - After errors found in testing have been corrected, a separate round of testing must be done which not only tests the functions where the errors occurred, but also tests all other functions of the system to make sure that new errors were not introduced with the corrected code.
- **Pilot Testing** - The successful bidder must work with the state to develop this plan. The completion of this stage indicates that system is functional in a 'live/new environment'.

All enhancements, system modifications, patches, etc. must be fully regression tested by the contractor. It is the contractor's responsibility to develop and maintain a test environment that simulates the systems being utilized by the state. It is the contractor's responsibility to provide the state with any test environment infrastructure needed to test the systems both at the State and contractor's test facilities. This includes scripts, data and equipment. No software enhancements, modifications, patches, etc. shall be deployed without first being tested and approved by the state.

## **System Software Enhancements / Modifications / Maintenance for the purpose of this document the following definitions will apply.**

- **Software Enhancement** - is defined as a request for a new function that will change any portion of the system that may or may not be apparent to the user. Once an enhancement has been completed and approved by State of Rhode Island Department of Health (Health); its continued monitoring falls under the auspices of maintenance.

- **Modification** - is defined as a request for a change to an existing specification in the system based upon USDA recommendations, requirements and regulations and / or state regulations, guidelines and mandates. Once a modification has been completed and approved by HEALTH, continued monitoring of this falls under the auspices of maintenance.
- **Maintenance** - is defined as normal day- to-day system processing operations that shall be performed correctly according to the specifications in the operations and maintenance plan and the detail functional design document, as designed or through approved updates, in a timely manner. Maintenance must include; but, is not limited to the following responsibilities:
  - Daily upload, downloads, and nightly transmissions;
  - Updates to existing fields/tables;
  - Correcting system errors to meet specifications;
  - Assuring correct syntax for reporting purposes;
  - Correction of errors and omissions; and,
  - Correction of system “bugs”.

The need for enhancements modification and maintenance can only be required / authorized by the state WIC Chief or designee. All enhancements or modifications to the State of Rhode Island Department of Health’s WIC (MIS) system must be first tested and approved by the successful bidder, and then made available to the State, before change can be released into production. The contractor must provide system maintenance. This consists of but is not limited to database maintenance to assure data integrity and processing efficiency of Oracle and Microsoft Access at the local agency WIC sites and the State WIC office, State Office module database, Financial Management database, Vendor Management database, and Caseload Management database are also covered under database maintenance to assure data integrity and processing proficiency.

### **Operational “Bugs”**

Operational “bugs” must be handled on a situational basis and evaluated to determine the impact to daily operations. This will be determined jointly by the selected bidder and the State. Timelines for correcting operational bugs are determined by the severity of the “bugs”. If the issue is impacting daily operations it must be fixed immediately. The State must be notified of any “bugs” discovered within 24 hours.

### **Training on system modifications**

The contractor must provide training for all new system enhancements and / or modifications for quality assurance testers, state staff and end users. Training must occur before deployment unless otherwise specified by the state.

### **Contractor Responsibilities (Deliverables)**

#### **Part 1: Database Services and Support:**

- Provide timely database repairs to fix and resolve any potential for corruption of data and other potential complications created by software defect, system failures, user errors, etc;
- Assure database integrity and security as prescribed by Rhode Island WIC.



- Monitor and execute the daily, weekly and monthly database tuning procedures to ensure the efficiency and effectiveness of the production database;
- Store all database back-ups, daily, weekly and monthly on tape media.
- Execute timely planning and coordination towards the implementation of all database software releases, updates and fixes;
- Offsite storage of back-ups;
- Provide database recovery services should a failure occur;
- Monitoring of adequate space in the archive log destination so the database activity is not halted;
- Monitoring table spaces server falling below free space threshold;
- Monitoring database server disk drives falling below free space threshold;
- Monitoring database performance ratios.

## **Part 2: Centralized Hosting Environment Support and Operations:**

The Contractor must provide the centralized hosting environment, and support the centralized hosting environment required to operate the Rhode Island WIC System. The hosting environment must be available to clinic users from 7:00 am EST to 7:30 pm EST Monday through Friday.

The contractors will provide hosting responsibilities for the Rhode Island WIC system that include but not limited to:

- Contractors will execute the operation, maintenance and support all hardware, system-operating software, hosting software and connectivity services required for any additional equipment required to support the required levels of services for Rhode Island WIC Program;
- Maintain Citrix administration responsibilities for all clinic and State WIC Office staff. This includes a 24-hour turn around time for adding, updating, deleting user accounts.
- Monitor system operation of the application servers to assure maximum performance reporting any necessary system changes and timing of those changes to the State of Rhode Island;
- Monitor the number of users utilizing the system on a daily basis. Should additional licenses to be required, the State of Rhode Island will be notified;
- Monitor the operations of the hosting environment, performing maintenance routinely to minimize system downtime. Should problematic situations occur the Rhode Island State WIC Office staff will be notified immediately with details of the situation, including specifics of what occurred and the action being taken to resolve the issue and the estimated amount of system downtime;
- Provide a secure operating system, with the appropriate safeguards within the hosting environment that includes the use of encryption, unique passwords and IDs to ensure that confidential WIC data is thoroughly protected from unauthorized access and use;
- Provide a disaster recovery plan where in the event of a disaster the Rhode Island WIC\_ system will have minimal down time of no more that 24 continuous hours of total service disruption at the hosting facility;
- Provide routine maintenance with an advance schedule of activities provided to the State of Rhode Island. Maintenance of the hosting environment is scheduled during non-clinic hours. Routine maintenance include but not limited to end-of –day processing, purging of data meeting the state defined requirements, data back-up services and monitoring of database space requirements for growth.

### **Part 3: Inspection and Modification - Reimbursement for Unacceptable Deliverables:**

The successful bidder is responsible for the completion of all work set out in the RFP. All work is subject to inspection, evaluation, and approval by the WIC project manager. The State may employ all reasonable means to ensure that the work is progressing and being performed in compliance with this RFP. Should the project manager determine that corrections or modifications are necessary in order to accomplish its intent; the WIC project manager may direct the successful bidder to make such changes.

### **Help Desk Services**

- The contractor will provide support to customers experiencing any problems with Citrix operations, system operations, are who have complaints related to services or access to services.
- Provide customer services support 12 hrs per day, 5 days per week, 265 days per year, except for scheduled down time.
- Periodically conduct customer satisfaction survey review survey results and develop an action plan to improve services.
- Coordinate software application problems with Rhode Island WIC personnel for resolution.
- Perform software problem diagnosis and resolution of issues effecting client services.

### **Liquidated Damages**

The State will include liquidated damages in this contract to assure its timely completion. The amount of actual damages will be difficult to determine. For the purposes of this contract the State has set the rate of liquidated damages at \$ 1,000 per day. This amount is based on the likelihood of additional personnel being assigned at a later date to attempt to reestablish timelines.

### **SECTION 4: SERVICE LEVEL AGREEMENT**

The Contractor shall be responsible for meeting the following Service Level Agreement (SLA) which applies to maintenance and support activities.

The Rhode Island RIWEBS system is a mission critical system used to enhance the health and welfare of the eligible WIC population. As a result of this importance, an SLA shall be applied to ensure adequate focus is maintained on the availability of these systems and the data they provide. The SLA shall define minimum performance standards the Contractor shall deliver in order to be eligible to receive the total billable hours for maintenance and support services. The Contractor's failure to deliver levels of service specified in the SLA shall result in a reduction in the amount paid, as defined in SLA, to the Contractor. The Contractor's level of SLA fulfillment shall be evaluated each month based on a review of the Monthly Status Report submitted by the Contractor.

Please note that all reductions identified below apply to the total billable hours due to the Contractor for the current month in the categories of Monitoring Maintenance and Upgrades, Troubleshooting and Problem Resolution, and Software Modifications. These reductions are in the nature of liquidated damages. The Contractor, by submitting a proposal, agrees that, because of the importance of the RIWEBS system supported, it is imperative to ensure the maintenance of service. The Contractor, by submitting a proposal, further agrees that there is significant difficulty in assessing the actual harm caused by the Contractor's failure to maintain the service levels and that the reductions identified below represent a reasonable and fair attempt to fix just compensation for losses caused by those failures.

Actual performance results shall be recorded and submitted by the Contractor via the Monthly Status Report beginning at the commencement of the contract. Minimum performance standards defined in the SLA shall be waived during the Incoming Transition period until the incoming Contractor takes the operational lead from the incumbent Contractor and for the Outgoing Transition period once the incoming Contractor takes the lead from the incumbent Contractor.

In addition, the following response times are required by the Contractor to respond to the WIC Director.

Service Levels	Phone Response	Resolution Time	Response Availability	Comments
<u>Urgent</u> Example: Statewide System Outage	15 minutes	1 business days	7 days/week, 24 hours/day	
<u>High</u> Example: Statewide Inability to Print WIC Checks	1 hour	2 business days	7 days/week, 24 hours/day	
<u>Normal</u> Example: Inability to Issue one Food Item to WIC Participants,	1 hour	5 business days	5 days/week, Mon-Fri, 7:00AM-7:30PM	

## **SECTION 5: TECHNICAL PROPOSAL**

Narrative and format: The separate technical proposal should address specifically each of the required elements:

**Staff Qualifications** – Offerors must provide information specific to the personnel assigned to accomplish the work called for in this RFP. Offerors must provide a narrative description of the organization of the project team and a personnel roster that identifies each staff and/or subcontractors, who shall actually work on the contract and provide the following information about each person listed: title; resume; prior experience working with WIC including amount of years; description of the type of work the individual shall perform; and the number of estimated hours for each individual named above.

***Previous Experience Hosting Systems:***

Indicate any systems previously hosted by the offeror that are similar in a significant way to the hosting environment desired by the state agency. Indicate when and where these systems were implemented. Provide contact name and telephone number representing the client for whom such similar system was hosted.

***Support:***

In detail how does the offeror intend to provide Centralized Hosting, Maintenance and Database support to the state agency during the life of the contract? Explain the process and resources available to assist in the diagnosis and correction of errors, and the process and resources available to perform functional modifications arising from changes in federal and/or state regulations.

***Offeror's Business Information:***

Document the ability of the offeror to complete development and testing activities on schedule, and to support the on-going services for a period of at least five years after implementation.

***References:***

Include a list of at least three current and/or previous customers receiving services similar to those sought by the State. If previous customers, the names provided shall have been customers within the previous two years and at least one name shall have been a customer during the previous year. Information provided must include a contact name, address, and telephone number (and FAX No.).

**Quality of Work Plan** - This section should describe the offeror's understanding of the State's requirements including results intended and a work plan for accomplishing the results proposed. The work plan description should include a detailed proposed project schedule (by task), a list of tasks, activities, and/or milestones that will be employed to administer the project.

**Suitability of Approach / Methodology** - Include samples of user documentation previously developed by the offeror. These may include maintenance manuals, reference guides, and short reference materials, help screens available from within a program, etc. If excerpts instead of complete documents are provided they should be of such lengths as to allow adequate evaluation of the clarity and effectiveness of the material.

Include samples of technical support documentation previously developed by the offeror. These may include charts and diagrams, program listings, data dictionary examples, excerpts from technical references, etc.

**SECTION 6: COST PROPOSAL**

Detailed Budget and Budget Narrative:

Using the attached Appendix A: Budget Form, applicants must present a proposal for fees charged for the hosting services outlined in this proposal, reflecting the fully-loaded hourly rate proposed to address all of the requirements of this project. Include any migration costs

in this Cost Proposal. Present the migration and hosting costs separately and totaled. The Cost Proposal should consist of a 12 month budget proposal on the budget form provided. Any additional budget description/information can be provided in narrative format.

## **SECTION 7: EVALUATION AND SELECTION**

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies that have experience with the requirements of this RFP. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
<b>Total Possible Technical Points</b>	<b>70 Points</b>
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
<b>Total Possible Points</b>	<b>100 Points</b>

\*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

The Technical Review Committee will present written findings, including the results of all evaluations, to the State's Architect/Engineer and Consultant Services Selection Committee, which will recommend three finalists to the Director of the Department of Administration, who will make the final selection for this requirement. When a final decision has been made, all respondent will be notified by mail.

## **SECTION 8: PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [David.Francis@purchasing.ri.gov](mailto:David.Francis@purchasing.ri.gov), no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7549117** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (an original plus four (4) copies) should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7549117 RI WIC Database Support/System Application & Hosting**" to:

RI Department of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

**NOTE:** Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

## **RESPONSE CONTENTS**

Responses shall include the following:

1. One completed and signed three-page R.I.V.I.P generated bidder certification cover sheet (included in the original proposal only) downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. One completed and signed W-9 taxpayer identification number and certification (included in the original proposal only) downloaded from the RI Division of Purchases internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project. The fixed price amount and the Bidder's total estimated cost for the services are inclusive of any and all tax liability (including federal, state, local and other), which may be incurred by the Bidder for any activities defined in this RFP.

The State will absorb all costs associated with linking the HEALTH WIC MIS system with bidders' MIS system, such as bidder's telecommunications linkage, software installation or modification, intermediary software, etc.

Licensing fee, if any, for any recommended commercial software should be listed and cost out.

5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

## **CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

## APPENDIX A: Cost Proposal

Appendix A: Budget Form -12 month Project Budget													
Name of Bidder:													
Project Budget	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
<b>Hosting Costs</b>													
Personnel													0
(provide position title and fully-loaded hourly rate)													0
1.													0
2.													0
3.													0
4.													0
Add additional rows as needed													0
System Support, Operations, Maintenance													0
Supplies (provide description):													0
Disaster Recovery Plan													0
Storage													0
Maintain Citrix													0
Please itemize all additional other costs:													0
Other:													0
Add additional rows as needed													0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
Project Budget	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
<b>Enhancements</b>													
Personnel													0
(provide position title and fully-loaded hourly rate)													0
1													0
2													0
3													0
4													0
System Enhancements													0
Database release and updates													0
Help Desk													0
Add additional rows as needed													0
Please itemize all additional other costs:													0
Other:													0
Other:													0
Other:													0
Add additional rows as needed													0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Grand Total</b>	0	0	0	0	0	0	0	0	0	0	0	0	0

Also available as an electronic excel attachment- see disk based bid instructions on page 2.



**Exhibit # 1**

**Deliverable**

**Centralized Hosting Maintenance and Database Support and Operation**

<b>Centralized Hosting Environment Support</b>	<b>Starting Date</b>	<b>Person/Role Responsible</b>
Execute the operation, maintenance, and support of all hardware, system-operating software, hosting software, and connectivity services required for any additional equipment required to support the levels of services for this project.		Contractor
Monitor system operation of the application servers to assure maximum performance reporting.		Contractor
Maintain Citrix administration responsibilities for all clinic and state WIC office staff.		Contractor
Monitor the operation s of the hosting environment, performing maintenance routinely to minimize system downtime		Contractor
Provide a Disaster Recovery Plan		Contractor
Provide secure operation systems with the appropriate safeguards with in the hosting environment that include the use of encryption, unique passwords and ids to ensure that WIC data is protected.		Contractor
<b>Database Services and Support</b>	<b>Starting Date</b>	<b>Person/Role Responsible</b>
Provide timely database repairs to fix and resolve any future potential for corruption of data and other potential complications created software defects, system.		Contractor
Monitor and execute the daily, weekly, and monthly database tuning procedures to ensure the efficiency and effectiveness of the production database.		Contractor
Store all database back-up, daily, weekly and monthly on CD or DVD media. The size of the files will determine the type of media devices necessary.		Contractor
Offsite storage of back-up Provide database recovery services should a failure occur.		Contractor
Execute timely planning and coordination towards the implementation of all database software release, updates and fixes:		Contractor
<b>Execute Timely : MIS/EBT Readiness Enhancements</b>	<b>Starting Date</b>	<b>Person/Role Responsible</b>
Certification Food Management		Contractor
Food Benefit Issuance Vendor Management		Contractor